Summary Data of Three Modes of Service

ST Express Bus	Year-to-date 2007 Actuals	Year-to-date 2008 Actuals	Year-to-date Budget
Revenue vehicle hours operated[1]	242,286	247,300	250,608
Revenue vehicle miles operated	4,943,287	5,064,119	5,135,005
Trips operated	185,169	192,092	191,861
Platform hours operated[2]	301,507	308,018	298,925
Boardings per revenue hour	21.38	23.79	22.30
Boardings per trip	27.97	30.63	29.13
Cost-per-boarding[3]	$6.41	$6.38	$6.96
Percentage of scheduled trips operated	99.92%	100.01%	≥99.80%[4]
On-time performance[5]	94.73%	94.53%	≥90.00%[4]
Customer complaints[6]	0.02%	0.02%	<0.05%[4]
Preventable accidents per revenue mile[7]	0.83	0.60	≤0.80 per 100,000 miles
Sounder Commuter Rail			
Revenue vehicle hours operated[1]	8,543	12,155	12,113
Revenue vehicle miles operated	328,807	467,409	465,806
Trips operated	1,579	2,332	2,324
Boardings per revenue vehicle hour	113.96	103.67	85.50
Boardings per trip	616.58	540.36	445.60
Cost-per-boarding[3]	$11.40	$11.29	$13.68
Percentage of scheduled trips operated	100.00%	99.91%	≥99.50%[4]
On-time performance[5]	98.50%	99.78%	≥95.00%[4]
Customer complaints[6]	0.02%	0.02%	<0.05%[4]
Preventable accidents per revenue mile[7]	0.00	0.00	≤1.00 per 1,000,000 miles
Tacoma Link Light Rail			
Revenue hours operated[1]	5,006	4,843	4,985
Revenue miles operated	48,317	46,995	48,377
Trips operated	30,198	29,316	30,178
Boardings per revenue vehicle hour	89.77	91.15	92.89
Boardings per trip	14.88	15.06	15.30
Cost-per-boarding[3]	$3.43	$3.56	$3.81
Percentage of scheduled trips operated	99.93%	99.72%	≥98.50%[4]
On-time performance[5]	99.94%	99.73%	≥98.50%[4]
Customer complaints[6]	0.00%	0.01%	<0.05%[4]
Preventable accidents per revenue mile[7]	2.07	0.00	≤1.00 per 100,000 miles

1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours because at this time it does not collect fares. The 2008 budget for revenue vehicle hours operated and revenue vehicle miles operated was an estimated amount as of September 2008. The actual schedule was based on the 2008 Service Implementation Plan, adopted in December 2007. The revenue vehicle hour and mile measures are provided for information purposes only; ST Express is billed on the basis of platform hours operated, which are within 2 percent of budgeted levels.

2-Platform hours: The total hours a transit vehicle operates, including layover and deadhead time.

3-Cost-per-boarding is calculated as the total actual operating costs (including Agency overhead allocations) before depreciation divided by the total number of riders during the period.

4-Quarterly and annual target number.

5-On-time performance standards are defined as:
ST Express: ≥90 percent, no later than 10 minutes of scheduled departure time.
Sounder: ≥95 percent, the average of all trains in a month arriving at a terminus within seven minutes of schedule.
Tacoma Link: ≥ 98.5 percent, is late if it either departs a terminal station more than one minute late or arrives at a terminal station three or more minutes late and is unable to make its departure time.

6-Customer complaint standards are < 0.05 percent based on the performance standards set in the ST Express service agreements. The standard is calculated as a percent of total boardings for each mode.

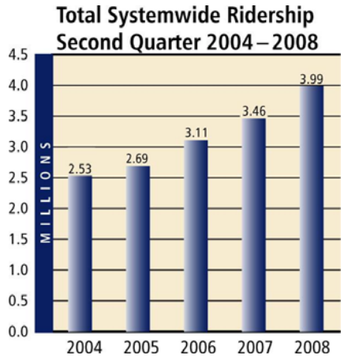
7-Preventable accident: An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.

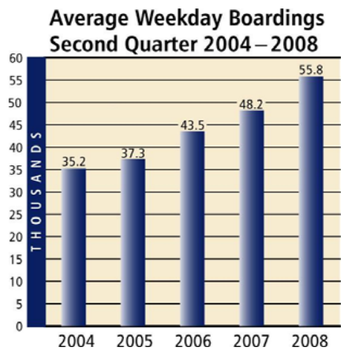
Service Delivery Quarterly Performance Report to the CEO

Q2 Systemwide Ridership

Boardings by Service Type	Second Quarter			Year-to-Date			2008 Annual SIP Projections[1]
	2007	2008	%Δ	2007	2008	%Δ	
ST Express Bus	2,731,431	3,111,703	14%	5,179,487	5,882,975	14%	11.4 mil.
Sounder Commuter Rail	501,890	656,679	31%	973,582	1,260,110	29%	2.2 mil.
Tacoma Link	229,962	219,792	-4%	449,405	441,382	-2%	.955 mil.
Total Boardings	3,463,283	3,988,174	15%	6,602,474	7,584,467	15%	14.6 mil.
Avg Weekday Bdgs	48,218	55,757	16%	46,038	53,063	15%	49,867

1-Annual projections established in the 2008 Service Implementation Plan (SIP)





Total ridership on Sound Transit trains and buses continued to increase significantly during the second quarter of 2008, with systemwide boardings up by 15 percent. Similar to the first quarter, escalating gasoline prices are causing higher transit ridership throughout the Central Puget Sound area. The largest percentage increases are occurring during weekday peak periods, when every available transit vehicle is already in service.

At Sound Transit, this ridership growth was absorbed without any increase in service levels, resulting in overcrowding on some peak period buses and trains. For example, standees are common on Sounder trains between Kent and Tukwila, and eight out of 10 morning ST Express bus trips between Everett and Bellevue have standing loads. The steady double-digit ridership trends continue to outpace Sound Transit's ability to meet the bus load standards established in the agency's Service Standards & Performance Measures.

ST Express bus boardings were up 14 percent, with growth heavily concentrated on peak period commuter service such as Route 532 Everett-Bellevue. For Sounder, boardings were up 31 percent, and both lines (Everett-Seattle and Tacoma-Seattle) posted impressive gains. Tacoma Link ridership showed a slight decline, with boardings down about 4 percent for the quarter.

During the remainder of 2008, 12 new buses will be deployed in Snohomish County and East King County. The remaining Sounder cars leased to other commuter rail agencies will be recalled in preparation for adding a fifth train set on the south line during the first half of 2009. These improvements were planned well before the recent ridership surge, so while they will help ease overcrowding, many buses and trains will remain crowded.

Specific mode and individual route trends are discussed on page 2.

Inside this report

Page 2 Passenger boarding analysis
Page 3 Performance snapshot
Page 4 Glossary and summary data

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Second Quarter Ridership Highlights

ST Express bus ridership increased by 14 percent during the second quarter, compared with 11 percent growth during the same period in 2007. Routes with particularly large increases included Route 532 Everett-Bellevue, up by 38 percent; Route 535 Lynnwood-Bellevue, up by 41 percent; and Route 574 Lakewood-SeaTac, up by 24 percent. Routes with the most serious overload problems are Route 511 Lynnwood-Seattle, Route 532 Everett-Bellevue, Route 522 Woodinville-Seattle, Route 577 Federal Way-Seattle and Route 590 Tacoma-Seattle. The only routes posting declines were Route 540 Kirkland-UW, reflecting a recent restructure that shifted many riders to parallel Route 545; and Route 582 Bonney Lake-Tacoma, where some riders have moved to PT Route 496 with its guaranteed connection with Sounder trains at Sumner Station.

Weekday bus ridership was ahead of 2008 Service Implementation Plan (SIP) projections, with 42,854 average weekday boardings during the quarter compared with 38,517 projected in the SIP.

Sounder commuter rail ridership was up 31 percent during the second quarter, compared with 20 percent growth during the same period in 2007. The north line, aided by the May 31 opening of Mukilteo Station, posted a 27 percent increase, while south line boardings were up 31 percent. During June, total Sounder ridership surpassed 10,000 boardings on most weekdays.

Weekday Sounder ridership was well ahead of 2008 Service Implementation Plan (SIP) projections, with 9,947 average weekday boardings during the quarter compared with 8,197 projected in the SIP.

Tacoma Link ridership was down about 4 percent for the quarter, contrasting with the growth on the other modes. This compares with 2 percent growth during the same period in 2007. No clear cause-and-effect reasons are apparent for the decline. Localized conditions such as UW Tacoma enrollment, the number of activities scheduled at the Tacoma Convention Center and Tacoma Dome, and parking availability at Tacoma Dome Station may be contributing towards lower ridership. In addition, some trips were missed due to delays caused by revised signal timing on Pacific Avenue.

Weekday Tacoma Link ridership was below 2008 Service Implementation Plan (SIP) projections, with 2,957 average weekday boardings during the quarter compared with 3,153 projected in the SIP.

ST Express Boardings by Route

	Route	Q2 2007	Q2 2008	%Δ
510/513	Everett-Seattle	184,514	212,170	15%
511	Lynnwood-Seattle	205,810	228,325	11%
530/532	Everett-Bellevue	52,744	72,995	38%
535	Lynnwood-Bellevue	73,671	103,929	41%
522	Woodinville-Seattle	231,072	264,648	15%
540	Redmond-U. District	115,973	73,052	-37%
545	Redmond-Seattle	347,160	417,259	20%
550	Bellevue-Seattle	379,391	410,027	8%
554	Issaquah-Seattle	155,048	175,519	13%
555/556	Issaquah-Northgate	48,098	61,891	29%
560	West Seattle-Sea-Tac-Bellevue	167,950	184,814	10%
564	Auburn-Overlake	80,325	94,164	17%
565	Federal Way-Overlake	99,184	114,069	15%
574	Lakewood-Sea-Tac	126,530	156,802	24%
577	Federal Way-Seattle	43,375	75,465	74%
582	Bonney Lake-Tacoma	22,412	19,134	-15%
586	Tacoma-U. District	31,165	32,088	3%
590-592, 594-595	Lakewood-Seattle/ Tacoma-Seattle	367,009	415,352	13%
	Total[2]	2,731,431	3,111,703	14%
	Avg Weekday Bdgs[2]	37,588	42,854	14%
	2008 SIP Projection[1] Total	11,400,000		
	Avg Weekday	38,517		

Sounder Commuter Rail Boardings by Corridor

		Q2 2007	Q2 2008	%Δ
Everett-Seattle Corridor	Commuter	53,443	67,669	27%
	Special	6,295	8,456	34%
	Subtotal	59,738	76,125	27%
Tacoma-Seattle Corridor	Commuter	431,229	568,921	32%
	Special	10,923	11,633	7%
	Subtotal	442,152	580,554	31%
	Total	501,890	656,679	31%
	Avg Weekday Bdgs	7,573	9,947	31%
	2008 SIP Projection[1] Total	2,200,000		
	Avg Weekday	8,197		

Tacoma Link Light Rail Boardings

	Q2 2007	Q2 2008	%Δ
Total	229,962	219,792	-4%
Avg Weekday Bdgs	3,056	2,957	-3%
2008 SIP Projection[1] Total	955,000		
Avg Weekday	3,153		

1-Annual projections established in the 2008 Service Implementation Plan (SIP)
2-Does not include Downtown Seattle ride free boardings

Transportation Services Performance Snapshot

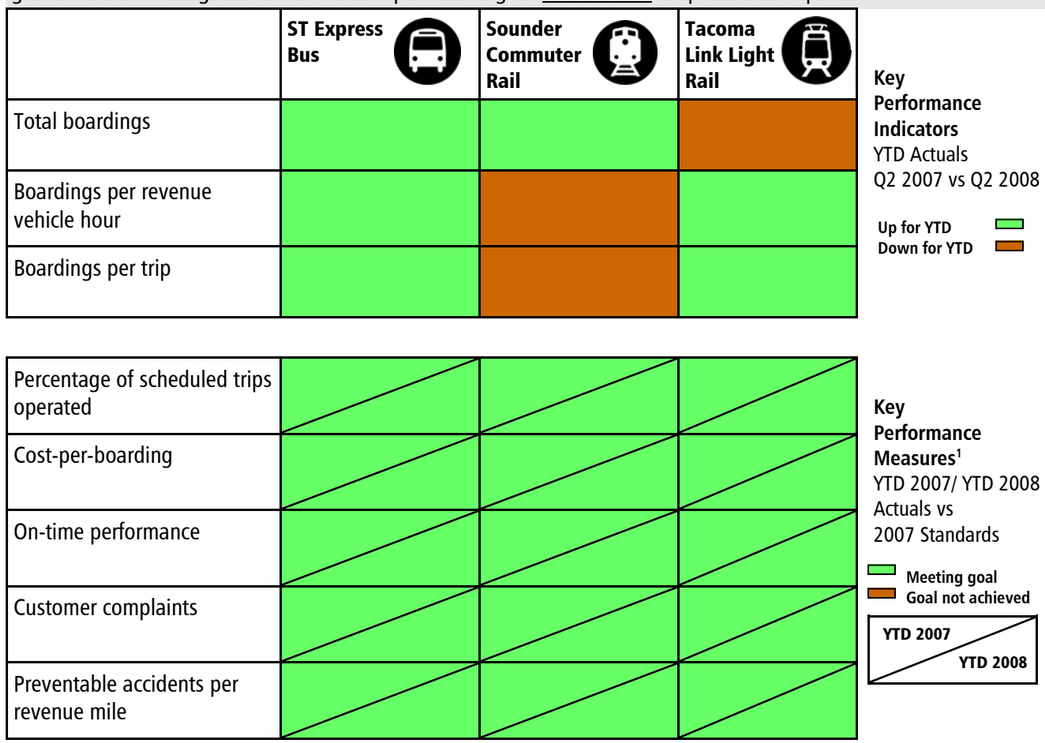
The table below provides a snapshot of key performance indicators and measures by mode of service. It compares this quarter's performance with the same quarter the previous year and to the standards set in the 2008 budget. The budget standards are developed on an annual basis and may include seasonal fluctuations. In particular, the first quarter report is too early to make sweeping conclusions about performance, but it is informative to compare the performance from this quarter to the same quarter in the prior year. The data used to prepare the table is on page 4 of this report.

Key Performance Indicators: As discussed on previous pages, Sound Transit ridership continues to increase at very strong rates. Through the second quarter, ST Express is showing an improvement on all three Key Performance Indicators compared to the same period in 2007.

Sounder boardings are nearly 30 percent higher than the same period last year. However, as was budgeted, Sounder boardings per trip and per hour are down compared to the same period last year as the additional service added late in 2007 includes lower productivity reverse commute trips. While reverse commute per trip ridership is lower than the system average, the reverse commute trains allow more service in the peak direction.

Tacoma Link ridership overall is slightly lower than for the same period last year. A shift toward more evening weekday service was balanced out by a reduction in some weekend service, but the net effect has been positive in boardings per hour and per trip as well.

Key Performance Measures: For all three modes, all Key Performance Measures for YTD 2008 are exceeding their standards. In terms of cost per boarding, all three modes have bettered their target for the 2008 YTD. In fact, for Sounder and ST Express the cost per boarding for 2008 is actually lower than in the previous year. This is a result of both the record ridership described elsewhere in this report, as well as strong budget controls that have limited cost growth to below budgeted levels. The cost per boarding for Tacoma Link is up less than 4 percent.



1-2007 data is compared against 2008 standards.